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W-01815A-14-0173

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORMInvestigator: Deb ReaganPhone:Fax:Priority: Respond Within Five Days

ORIGINAL

Opinion No. 2014 - 119176Date: 10/7/2014Complaint Description: 08Q EPCOR  
08G Consolidation - Opposed

Arizona Corporation Commission

DOCKETED

OCT 8 2014

First:Last:Complaint By: Robert

Bentsen

Account Name: Robert BentsenHome:Street:Work:City: TopockCBR:State: AZ Zip: 86436is:

DOCKETED BY

Utility Company: Golden Shores Water Company, Inc.Division: WaterContact Name: Linda BoyerContact Phone:Nature of Complaint:

\*\*\*\*\* W-01815A-14-0173 \*\*\*\*\*

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

OCT - 8 A 10:31

RECEIVED

Customer sent the following -

75% of community is on FIXED INCOME,retired,disabled,etc.Most of the homes are mobile homes which have a 40 lb psi regulator on their main lines coming into the homes,they do not waste water [no lawns out here]. Is this one of those deals that the less we use the more we have to pay?? Average days with no water is about 3 days a year due to power failure...The company does not have a alternate backup power generating system.We pray there is no fires at those times.What improvements are they actually going to make?? A 37% raise in rates is very excessive it will hurt a lot of people here,That is a BIG increase. Thank You Robert Bentsen

\*End of Complaint\*

Utilities' Response:Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 10/7/2014Opinion No. 2014 - 119176